

Calderdale Dementia Hub



ROLE DESCRIPTION

ROLE:	Advice Line Volunteer
ACCOUNTABLE TO:	Calderdale Dementia Hub Volunteer Coordinator
HOURS:	Hours to suit, between 9am to 5pm - Monday to Friday
LOCATION:	Age UK Calderdale & Kirklees, 4-6 Square, Woolshops HX1 1RJ
EXPERIENCE:	No specific experience is require
COMMITMENT:	Hours to suit in agreement with volunteer coordinator
ISSUE DATE:	14.11.22
REVIEW DATE:	01.11.23

Would you like to help support the local community to live well with dementia? Have you got great communication skills and are adaptable to the needs of others? Calderdale Dementia Hub are looking for volunteers to help deliver this service.

CALDERDALE DEMENTIA HUB (CDH)
CDH is a partnership between Community Links and Age UK Calderdale & Kirklees and offers an information, advice and signposting service for anyone living in Calderdale diagnosed with dementia, and their friends, family and carers.
ABOUT THE ROLE
One of the main routes into the service is via our Advice Line which is available Monday to Friday, 9am to 5pm.
OUTLINE OF ROLE:
As a volunteer you would be helping to support the first point of contact for our advice line. Answering calls coming in, taking messages and referral details and forwarding to CDH staff.
MAIN TASKS:
<ol style="list-style-type: none">1. Supporting the Advice Line by answering phone calls2. Forwarding calls to CDH team members and signposting to services where appropriate3. Recording calls to CharityLog electronic database4. To carry out any other duties which may be required and are consistent with the responsibilities of the role in agreement with the volunteer coordinator

THE IDEAL VOLUNTEER WILL HAVE
<p><i>Essential</i></p> <ul style="list-style-type: none"> • Good communication as well as active listening skills. • Awareness or interest in learning about dementia • Ability to relay information and instructions in a clear, accessible, relevant and personable way. • Ability to maintain confidential communication where applicable. • Being able to work with the public • Can demonstrate empathy and compassion <p><i>Behaviours and values</i></p> <ul style="list-style-type: none"> • Willingness to understand the issues and barriers related to people affected by dementia • An open-minded approach to individuals, avoiding judgement and stereotyping. • Enjoy working with others. • A commitment to and understanding of equal opportunities. • Patient and understanding. • Ability to work as a team player and a positive approach to supervision

TRAINING AND SUPERVISION:
In house training and guidance will be provided during your Induction Period. We also provide ongoing learning and development throughout your volunteer experience along with regular supervision.
BENEFITS TO YOU:
<ul style="list-style-type: none"> • We will make you feel welcome, included and respected • Receive one to one and group-based support • Access to Induction, Learning, Development and Engagement. • Gain practical skills and experience • Join a great team of like-minded people • Enhance your CV • Expenses reimbursed as agreed with the volunteer coordinator

Interested?

Please contact **Dawn on 07513 727438** or **01422 399833** for more information and to arrange an informal chat.

We look forward to hearing from you!